

ENTERPRISE NETWORK MANAGER

DISTINGUISHING FEATURES

The fundamental reason the Enterprise Network Manager exists is to actively participate on and lead a team of professional who are responsible for the design and management of the City's LAN/WAN server and desktop infrastructure. This includes recommending and choosing hardware/software to meet an organization's IT needs, managing the rolling out of new equipment and systems, and ensuring that corrective and preventative measures are performed on existing systems. Work is performed under the general direction of the Enterprise Director. This classification supervises the work of professional and technical staff within the I.S. function.

ESSENTIAL FUNCTIONS

Directs and manages professional and technical personnel; observes, mentors, reviews and checks the work of staff to ensure customer satisfaction, quality of work, and conformance to City standards. Participates in and encourages staff development.

Works with other I.S. management to develop standards, ensure that the staff works day-to-day as one team with the same overall goals, and develop a future strategic direction.

Develops the budget for the Enterprise Network Engineer workgroup.

Participates in budget determinations for future technology.

Ensures that corrective and preventative measures are performed on existing equipment and systems.

Documents the existing network infrastructure, negotiates with technical solution providers, and troubleshoots and finds solutions to problems.

Responsible for nightly back ups and performs file/program recovery for data integrity on the City's network.

Manages the City's Microsoft's Windows infrastructure by performing and supporting administrative functions on a daily basis.

Monitors system for security and integrity of unauthorized activities such as a hacker or virus.

Tracks servers for usage and growth of resources in memory, disk, and processing.

Investigates and implements new tools to assist the team, support staff and customers in their daily activities.

Assists customers in meeting their business needs through the application of technology.

Assists in Windows based bid specifications of new equipment purchases.

MINIMUM QUALIFICATIONS

Knowledge, Skills and Abilities:

Knowledge of:

Network operating systems, network equipment and networking protocols is essential.
Microsoft's Windows operating systems, back office products and TCP/IP network environments.
Research methods, techniques and technologies.
Information technology systems design and the ability to program scripts & batch files.
Design specification development.
Data communications security and privacy techniques.
Principles of business system analysis, including the analysis of procedures, equipment, and methods.
Forms design and report design.
I.S. processes, regulations, codes, ordinances and terminology.

Ability to:

Evaluate, troubleshoot and resolve customer problems and issues.
Analyze, interpret, and present research findings.
Analyze specifications and instructions to develop appropriate systems and programs.
Prepare design specifications.
Conceive a variety of solutions to functional problems and to reduce abstract ideas to easily understood procedures.
Understand database organization access and retrieval technique.
Establish and maintain effective working relationships with co-workers, supervisors, vendors, and users.

Education & Experience

Any combination of training, education and experience equivalent to a degree in computer science or related field; and a minimum of five years experience with local area networks. Requires experience with the Windows operating systems through directory structures, management tools and commands. MCSE certification is highly desirable. Strong customer service experience is critical to this position.

FLSA Status: Exempt

HR Ordinance Status: Unclassified